



Deputy National Taxpayer Advocate

August 19, 2008

Control No.: TAS-13.1-0508-046

Expiration Date: 08/19/2009

Impacted IRM(s): IRM 13.1.6

MEMORANDUM FOR TAXPAYER ADVOCATE SERVICE EMPLOYEES

FROM: /s/ Melissa R. Snell
Deputy National Taxpayer Advocate

SUBJECT: Extension of Interim Guidance on Standardized Voice Messages
for Local Taxpayer Advocates

This memorandum extends the interim guidance on standardized voice messages for Local Taxpayer Advocates as issued by Chris Wagner, Deputy National Taxpayer, in a memorandum dated April 21, 2006 (attached).

This memo does not change the overall guidance in [IRM 13.1.6.6\(4\)](#), *Telephone Listings & TAS Answering Machines* (Rev. 04-01-2003), which states, "Routine use of answering machines is not acceptable as a usual solution for answering the telephones in TAS offices."

This guidance will be incorporated into the next revision of IRM 13.1.6, *Taxpayer Advocate Case Procedures, Casework Communications* (Rev. 2-28-2008).

Attachment



April 21, 2006

MEMORANDUM FOR AREA DIRECTORS, LOCAL TAXPAYER ADVOCATES

FROM: Christopher Wagner /S/
Deputy National Taxpayer Advocate

SUBJECT: Standardized Voice Messages for LTAs

The purpose of this memorandum is to update Internal Revenue Manual (IRM) 13.1.6.6, Telephone Listings & TAS Answering Machines. The following message replaces the language in Exhibit 13.1.6-1 (04-01-2003), Standardized Voice Messages for Local Taxpayer Advocates:

"You have reached the Taxpayer Advocate Office of the IRS in (city/state).

We offer free, independent, and confidential tax assistance to taxpayers unable to resolve their tax problems with the IRS through normal channels or individuals experiencing a hardship.

Please leave your name, telephone number, including area code, and your social security number or business identifying number and we will call you back as soon as possible but within one business day. You may also fax your information to (XXX)-XXX-XXXX."

The most significant change involves the removal of the NTA Toll free number in our local messaging. This memo does not change the overall guidance in IRM 13.1.6.6(4) that states "Routine use of answering machines is not acceptable as a usual solution for answering the telephones in TAS offices."

As a reminder, the instructions in this memorandum will remain in effect for no more than one year unless placed into IRM 13.

If you have questions, please feel free to contact Rena Girinakis, Director Communications & Liaison, TAS Communications at (317) 685-7573.